

DoIT Changes for Q1 FY17

DoIT Key Resources/Contacts

What to Expect from DoIT

July 1 FAQs and Key Resources



Websites

DoIT Website

DoIT.Illinois.gov

IT Transformation Website

Illinois.gov/sites/cio/Transformation/

Service Catalog

DoIT.Illinois.gov

Enterprise Program Management (all projects) site

gov2.portal.Illinois.gov/sites/epm/Lists/ActiveProjects/

Procurement Bulletins

<http://www.purchase.state.il.us/>

A Guide to Portfolio Management

<http://www.Illinois.gov/sites/cio/Transformation/ProgramWiki/Documents/AGuideToLITPortfolioManagement061516v2.pdf>

Email Addresses

IT Transformation Mailbox

IT.Transformation@Illinois.gov

ePMO Team Email

EnterpriseGovernance.ePMO@Illinois.gov

DoIT HR mailbox

DoITHR@Illinois.gov

DoIT Security mailbox

DoITSecurity@Illinois.gov



July 2016

	Use New DoIT Process	Increase Collaboration with DoIT	Follow Existing Process
IT Projects	✓	✓	
IT Procurement		✓	✓
IT Contracts and Licenses		✓	✓
Signature Authority		✓	✓
Budgeting		✓	✓
IT Financial Management and Monitoring		✓	✓
Hiring		✓	✓
Training			✓
Performance Management/ Grievances		✓	✓
Approvals for Time and Attendance etc.			✓
IT Standards		✓	
IT Service Catalog	✓		
Cybersecurity	✓	✓	

Who approves IT spending?

During FY17, agencies will maintain control of IT spending. However, agencies should collaborate with DoIT and consult agency/cluster CIOs before making IT purchases. For projects, the processes for identifying, creating and gaining approval through [Enterprise Portfolio Management](#) are on the IT Transformation webpage. For goods and services, procurement guidelines and steps will remain the same for the short and medium terms.

Will my agency IT team continue to work on my agency's IT priorities?

In the short term, IT personnel will continue to work on their client agency's priorities. As new services are rolled out in DoIT, employees delegated to agencies may move to new services, depending on their current skills, service alignment and role. As part of IT Transformation, the State will implement a new governance model that will help build shared IT priorities and enable better collaboration across agencies and between agencies and DoIT. This model will allow agency priorities to be supported while also helping to identify when resources can be shared or leveraged.

What are the thresholds for projects requiring governance approval?

DoIT will utilize thresholds that correspond with the State's procurement standards for purchases of goods and services. For project based procurements, detailed thresholds will be confirmed and released in the coming months, DoIT will work with and notify agencies about the thresholds that are established.

Who will sign IT contracts and/or change orders?

We will work directly with agencies to determine the most effective owner of future IT contracts. If not already captured through procurement processes, DoIT requests notification if agencies have pending IT contract negotiations or significant change orders to existing contracted work.

Will DoIT resources be available for my projects?

In the short term, the ePMO does not have enough project management resources to support agency projects directly. It will support projects through portfolio management and IT governance oversight. In the long term, it is anticipated the DoIT will have shared resources to allocate to agency projects.

Are there any specified technology standards I should use for new technology?

As part of IT Transformation, our new governance structure will work collaboratively with Agencies to establish technology standards. Standards development is anticipated to take place this fall. In the meantime, please contact the ePMO team who can help guide project decisions in line with anticipated direction. We will formally roll out standards as soon as they are available.

Who is accountable for addressing audit findings?

The accountability for addressing audit findings will not change. Agencies are currently responsible for their respective IT audit and any resulting findings. DoIT will have accountability for its IT audit and any resulting findings. This approach can be expected to continue until IGAs are retired.

How can I work with the DoIT security team or report a security incident?

For all security related emails and incident reporting, please use the new DoIT Security Email address DoITSecurity@Illinois.gov. This replaces all previous emails for security. This account will be handled by our security operations center personnel.

Who owns the IT budget after July 1?

Agencies will maintain ownership of IT budgets, all DoIT services will be provided via a fee for service model (chargeback). Agencies should work with DoIT and GOMB to properly define their respective IT budget as enterprise-wide IT budgeting transitions to DoIT for FY18. Trainings and templates will be developed to help with this process.

Who approves travel, conferences, etc.?

Approval processes for IT employees will continue to be governed by agency specific rules during FY17. Agency IT employees should consult with agency CIOs or other approval authority as required today.

Do I have to track all of my IT spending or will that be managed by DoIT?

As part of moving to a more effective use of our IT investments, we will begin rolling out a new financial management approach mid-way through FY17. At that time, DoIT will be rolling out an enhanced tracking process and template. Additional information about this process will be shared once it is developed.

How should I procure IT goods and services?

Agencies should verify that a [master contract](#) does not already exist for the good/service that they would like to procure. For orders against masters, agencies should continue to submit the Procurement Business Case (PBC) for approval through the Remedy PBC system. DoIT staff will review/approve all PBC's through the current process based upon dollar thresholds in the IT/Telecom portfolio. Any new project is required to be entered in to the [Enterprise Portfolio Management \(EPM\) portal](#) at the conceptual phase. Most contracts will be put through the statewide master contract process so other agencies can utilize them. CMS/CPO will not publish an IT procurement without DoIT approval.

Will there be any changes to the services or service levels I receive today from CMS?

If you receive services from CMS today, those same services and service levels will be provided by DoIT after July 1st. At this time, there will be limited changes to the services, rates, service levels, service support structures. Internal process changes are beginning to roll out—it is a key priority for DoIT to increase service efficiency and effectiveness through transformation. Agencies can expect to see service improvements continued to be rolled out early in FY17.

Will the services I receive today from CMS change in price?

Rates for IT services will remain the same on July 1st. A new financial model and pricing structure will be developed as part of IT Transformation, and a new service oversight model will be put in place through collaboration with agencies. Information will be provided to agencies as details are developed.

How will I order services from DoIT in the future?

The process for ordering services will not change on July 1st. Agencies should continue to work with their designated representatives to request services from DoIT. If your IT coordinator/ representative is transitioning to DoIT as part of IT Transformation, your agency should designate a new individual within the agency to serve in this role. Services can be ordered through a revised DoIT product and service catalog at DoIT.Illinois.gov.

How do I get end user support if I have an IT issue (ex: a problem with my laptop)?

Agencies who receive support from CMS today will continue to receive support from DoIT after July 1st. DoIT understands that providing a high level of support is paramount to success and will make every effort to ensure end-users get the service levels they expect from the end user support teams.

How are new IT positions posted?

Backfilling of vacancies will be posted by the client agency following current processes. Client agency funding of these positions will continue through IGA. Please inform DoIT about vacancies through a note to the DoIT HR at DoITHR@Illinois.gov. Future changes to the process are subject to impact negotiations and will be communicated once these are concluded.

Who manages administrative approvals for IT employees (e.g., time/attendance etc.)?

Please follow current processes for all administrative requests and approvals.

How will employee grievances be handled?

IT employees should utilize the client agency's labor representatives and grievance processes. Please inform DoIT HR of grievance processes through DoITHR@Illinois.gov.

How do I work with my Agency CIO versus DoIT leadership?

Agency CIO will now report to the cluster CIO, a newly created role we are filling in the July time frame. Until cluster CIOs are on-boarded, agency CIOs will continue to report as they do today and also work under DoIT leadership. To increase collaboration between agencies and DoIT in the short term, agency directors have been assigned a DoIT point of contact, as part of the Agency Business Executive (ABE) program .

What training is available? Who pays for training? Who approves training?

Agencies should approve and pay for training until IGAs are retired. A robust training program is planned for future DoIT employees but is not yet developed.

Are DoIT employees still eligible for agency award and recognition programs?

DoIT will have its own award and recognition programs for employees, and we have already started to launch elements of this program.

Do I need to seek additional approval before I build or buy applications or other technology?

Yes, please work with DoIT, through our portfolio management process, before you procure new or undertake any large application development initiative. Information about the process can be found here, and access to the PBC system can be found [here](#).

I have an urgent need for a technology fix because for regulatory reasons, how to I move forward?

Please work with DoIT, through our portfolio management process, for any significant technology initiatives. SLAs for portfolio oversight processes have been established to allow for quick review of project needs, so that agencies can be responsive to external requirements.

If I have end user computing devices that need to be replaced, should I replace them?

Yes, agencies should continue to ensure continuity of operations. Devices should be purchased in accordance with those in the [DoIT product and service catalog](#).